

## Tamisha Woods

---

**From:** Raymond Pllum <raymond.pllum@ring.com>  
**Sent:** Thursday, May 02, 2019 1:02 PM  
**To:** Henry Martin  
**Cc:** Francis Giaime  
**Subject:** Re: Ring MOU

**Warning:**  
**External**  
**Email**

Thank you Lieutenant Martin, I'll submit this for execution (counter signature) and get a copy back to you. At that point I'll also make an introduction to the Ring manager who will schedule the onboarding and provide CVPD with ongoing training.

Really excited to have Chula Vista PD onboard. Thank you and Sgt. Giaime for your efforts.

Ray

Raymond Pllum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979



1523 26th St.  
Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
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Henry

Lt. Henry Martin

Community Policing Unit / HOT team

Traffic Unit / Street Team/GSU

Tue-Fri (0700-1700)

MFF Commander / FTO Program Manager

Chula Vista Police Department

315 4<sup>th</sup> Ave

Chula Vista CA 91910

Desk (619) 476-2406

Fax (619) 691-5053

[hmartin@chulavistapd.org](mailto:hmartin@chulavistapd.org)

---

**From:** Francis Giaime

**Sent:** Friday, April 26, 2019 1:25 PM

**To:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>

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All the best,

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You would be happy to know that Ring cameras helped with a significant case over the weekend.

Sergeant Frank Giaime

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## **Neighbors by Ring**

### **Memorandum of Understanding**

This agreement is entered into this 1st day of May, 2019 by and between Ring LLC ("Ring") and Chula Vista Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Chula Vista ("City") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
  - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
  - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

#### **Ring**

- Make the Neighbors App available to City residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

#### **Agency**

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

#### **Press Release**

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

#### **Term**

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

#### **Privacy and Terms of Use**

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

#### Compensation

At no point shall either party receive compensation from each other as a result of this program.

#### Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency

Date: 4/30/19

By: 

Name: ROXANA KENNEDY

Title: CHIEF OF POLICE

## Tamisha Woods

---

**From:** Francis Giaime <FGiaime@chulavistapd.org>  
**Sent:** Friday, April 26, 2019 1:25 PM  
**To:** Raymond Pollum  
**Cc:** Henry Martin  
**Subject:** RE: Ring MOU

Ray,

The timing works for us. I will work on getting the MOU signed here very soon. Once its signed I will get it back to you and we can go over the details.

Thank so much.

Frank

---

**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Friday, April 26, 2019 9:53 AM  
**To:** Francis Giaime <FGiaime@chulavistapd.org>  
**Cc:** Henry Martin <HMartin@chulavistapd.org>  
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**Email**

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Fair warning, we're running about 30 days out for the initial remote onboarding.

Hope this helps. Please call with any questions. If the MOU was approved, please sign and return and we can get CVPD scheduled.

Regards, Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)



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Santa Monica, CA 90404  
[www.ring.com](http://www.ring.com)



[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Fri, Apr 26, 2019 at 8:23 AM Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)> wrote:

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All the best,

Sgt. Frank Giaime

Community Policing Sergeant

Homeless Outreach Team

315 4<sup>th</sup> Avenue

Chula Vista, CA 91910

Desk (619) 476-2453

Cell (619) 385-6724

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Head of Law Enforcement Partnerships

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I will keep you posted. Thanks for being patient with us.

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As you review the attached MOU, or if others will be charged with that task, please feel free to contact me at any time. My cell number is 949-690-6979. If there are changes necessary, I can assist with the business language before we submit the document to legal for final approval.

I look forward to working with you soon.

Ray

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Tamisha Woods

**From:** Ring Team <no-reply@ring.com>  
**Sent:** Friday, April 12, 2019 12:43 PM  
**To:** fgiaime@chulavistapd.org  
**Subject:** Welcome to Neighbors



**Neighbors** is more than an app.  
it's the power of your community coming together  
to keep you safe and informed.



Get real-time crime and safety  
alerts from your neighbors



Criminals target neighborhoods, not individual homes. But with  
real-time crime and safety alerts from your neighbors, you'll stay  
one step ahead of crime.

When you see something, share  
something

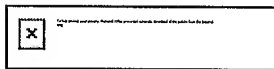


Millions of Americans are already using Neighbors - now you can stay connected with your community and share alerts about suspicious or criminal activity.

Our **community guidelines** help ensure all Neighbors treat each other with dignity and respect.

Safer Neighborhoods start with Neighbors.  
Welcome to the New Neighborhood Watch.

SEE MY NEIGHBORHOOD



### **The Power of Neighbors**

See how Neighbors came together in Dallas to stop package theft in their community.

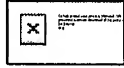
Click here to [unsubscribe](#) from Neighbors emails

Email intended for fgaiame@chulavistapd.org.

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**Tamisha Woods**

---

**From:** Angela Gaines <AGaines@chulavistapd.org>  
**Sent:** Tuesday, April 09, 2019 10:28 AM  
**To:** Raymond Pollum  
**Subject:** Automatic reply: Ring MOU Status Check

Thank you for your e-mail. I am out of the office on Thursday April 4th - Monday April 8th. Your patience is appreciated while you await my response. Thank you. Angela

## Tamisha Woods

---

**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Tuesday, April 09, 2019 10:27 AM  
**To:** Angela Gaines  
**Cc:** Francis Giaime  
**Subject:** Re: Ring MOU Status Check

Sorry Angela, and yes intended for Sgt. Giaime. He and I exchanged email yesterday. Thanks and I'll keep all future correspondence directed his way. Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979



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Hi Ray,

This email was probably intended for the Sgt. of this unit, Sgt. Giaime. I'm copying him with this response.

Best Regards,

*Angela Gaines*

*Police Community Relations Specialist*

*Chula Vista Police Department*

*315 Fourth Ave. Chula Vista, CA 91910*

*619 691-5187 o. 619 726-1190*

*againes@chulavistapd.org*

*Off every other Monday*

Follow CV Neighborhood Watch on Face Book at:

<https://www.facebook.com/ChulaVistaNeighborhoodWatch>

Follow the Police Department Facebook page at: <https://www.facebook.com/ChulaVistaPoliceDepartment>

**"Your own safety is at stake when your neighbor's house is ablaze." Horace**

**Have you heard about [nextdoor.com](https://www.nextdoor.com)? It's the modern online way to connect neighbors or start a Neighborhood Watch!**

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>

**Sent:** Tuesday, April 02, 2019 12:39 PM

**To:** Angela Gaines <[AGaines@chulavistapd.org](mailto:AGaines@chulavistapd.org)>

**Subject:** Ring MOU Status Check

Sgt Gaines, I wanted to let you know that San Diego County Sheriff's Department joined Neighbors last week. As Chula Vista Police Department considers the benefits of gaining access to the Neighbors Portal, I thought it might be helpful to know of other agencies in the area that have joined.

SDCSD joins Oceanside, Carlsbad and La Mesa in San Diego County with Escondido and National City considering the program.

If I can be of any assistance, please feel free to contact me anytime at 949-690-6979.

Thank you. Ray

--

Raymond Pollum

Head of Law Enforcement Partnerships



1523 26th St

Santa Monica, CA 90404

[ray@ring.com](mailto:ray@ring.com)

(949) 690-6979 Mobile

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## Tamisha Woods

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**From:** Angela Gaines <AGaines@chulavistapd.org>  
**Sent:** Tuesday, April 09, 2019 10:02 AM  
**To:** 'Raymond Pollum'  
**Cc:** Francis Giaime  
**Subject:** RE: Ring MOU Status Check

Hi Ray,

This email was probably intended for the Sgt. of this unit, Sgt. Giaime. I'm copying him with this response.

Best Regards,

*Angela Gaines  
Police Community Relations Specialist  
Chula Vista Police Department  
315 Fourth Ave. Chula Vista, CA 91910  
619 691-5187 c. 619 726-1190  
againes@chulavistapd.org  
Off every other Monday*

Follow CV Neighborhood Watch on Face Book at:  
<https://www.facebook.com/ChulaVistaNeighborhoodWatch>

Follow the Police Department Facebook page at: <https://www.facebook.com/ChulaVistaPoliceDepartment>

"Your own safety is at stake when your neighbor's house is ablaze." Horace

Have you heard about nextdoor.com? It's the modern online way to connect neighbors or start a Neighborhood Watch!

**From:** Raymond Pollum <raymond.pollum@ring.com>  
**Sent:** Tuesday, April 02, 2019 12:39 PM  
**To:** Angela Gaines <AGaines@chulavistapd.org>  
**Subject:** Ring MOU Status Check

Sgt Gaines, I wanted to let you know that San Diego County Sheriff's Department joined Neighbors last week. As Chula Vista Police Department considers the benefits of gaining access to the Neighbors Portal, I thought it might be helpful to know of other agencies in the area that have joined.

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Raymond Pollum  
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## Tamisha Woods

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**From:** Francis Giaime <FGiaime@chulavistapd.org>  
**Sent:** Monday, April 08, 2019 1:21 PM  
**To:** Raymond Pollum  
**Cc:** Henry Martin  
**Subject:** Re: Ring MOU

I am still waiting for an official response from Command Staff. I will revisit this with them. I apologize for the delay we have had a lot of things going on in the agency lately.

Sergeant Frank Giaime

On Apr 8, 2019, at 12:53 PM, Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)> wrote:

Sgt. Giaime, Looking for a chance to re-engage. SD Sheriff's joined a couple of weeks ago so I'm hoping to get the other major cities in San Diego onboard quickly. Can you give me a quick update on where things stand? If you need anything from me please let me know. Ray

Raymond Pollum

Head of Law Enforcement Partnerships  
[ray@ring.com](mailto:ray@ring.com)  
949-690-6979



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[Download the Neighbors App.](#)  
Join the new neighborhood watch.

On Thu, Feb 21, 2019 at 1:29 PM Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)> wrote:

MOU was not an issue on our end. We just need to present the program to Command Staff for Final Approval. Once approved will work with you on publicizing the program to our community. I hope to have the presentation done in the next few weeks.

Frank



**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>  
**Sent:** Thursday, February 21, 2019 12:05 PM  
**To:** Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)>  
**Cc:** Henry Martin <[HMartin@chulavistapd.org](mailto:HMartin@chulavistapd.org)>  
**Subject:** Re: Ring MOU

Good afternoon Sergeant, I wanted to check in to see how the discussion is progressing at CVPD and to see if there is anything you need from me?

Also, a couple of quick updates that may help; La Mesa PD will be onboarded on Monday (25th) and I received word yesterday that the Sheriffs Department approved the MOU (just waiting on signature).

Anxious to get CVPD onboard as we work to make San Diego (in general) and Chula Vista (specifically) a safer community.

Let me know if I can help.

Ray

--

Raymond Pollum

Vice President of Neighborhood Sales



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On Fri, Feb 1, 2019 at 11:50 AM Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)> wrote:

Thanks Ray. What a powerful tool. We recognize all the benefits and are eager to the MOU inked. I will send this off immediately via my chain of command. I am in the process of working on a formal presentation for command.

I will keep you posted. Thanks for being patient with us.

All the best,

Frank

**From:** Raymond Pollum <[raymond.pollum@ring.com](mailto:raymond.pollum@ring.com)>

**Sent:** Friday, February 1, 2019 11:46 AM

**To:** Francis Giaime <[FGiaime@chulavistapd.org](mailto:FGiaime@chulavistapd.org)>

**Subject:** Ring MOU

**Warning:** This email originated from outside the City of Chula Vista. **Do not click on links or open attachments,** unless you recognize the sender and are expecting the message.

Sgt. Giaime, Thank you for gathering your colleagues for the webinar this morning. As a quick recap, the Ring platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community (via a free app) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is law enforcements access to our platform. Portal highlights include:

1. No Cost - Neighbors Portal is free to Law Enforcement
2. Community Engagement - LE's ability to join the conversation (about posted video or in response to posted comments).
3. Alerts - You may post Alerts which are highly relevant (proximity) to the recipient.
4. Video Request - You may request video from Ring device owners relevant to active investigations.

As you review the attached MOU, or if others will be charged with that task, please feel free to contact me at any time. My cell number is 949-690-6979. If there are changes necessary, I can assist with the business language before we submit the document to legal for final approval.

I look forward to working with you soon.

Ray

-

Raymond Pollum

Vice President of Neighborhood Sales



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